

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2002

### Comprehensive Psychiatric Services

### Community Services, Inpatient, and Residential Care Facilities

## Demographics

		Total Served <sup>a</sup>			Total Survey Returns <sup>b</sup>			
		Inpatient/ Community Services	Inpatient	Community Services	Total CPS	Inpatient	Community Services	Residential Care Facility
<b>SEX</b>	Male	47.9%	74.8%	46.2%	47.7%	76.2%	42.1%	60.3%
	Female	52.1%	25.2%	53.8%	52.3%	23.8%	57.9%	39.7%
<b>RACE</b>	White	78.4%	62.2%	79.2%	80.1%	64.3%	82.5%	76.3%
	Black	19.1%	33.9%	18.3%	14.1%	26.1%	12.5%	17.1%
	Hispanic	0.6%	1.1%	0.6%	0.9%	1.6%	1.0%	0.6%
	Native American	0.3%	0.2%	0.4%	1.7%	2.2%	1.6%	1.9%
	Pacific Islander	0.1%	0.2%	0.1%	0.2%	0.4%	0.2%	0.4%
	Alaskan	0%	0%	0.0%	0%	0%	0%	0.1%
	Oriental	0.3%	0.6%	0.3%	0.1%	0%	0.1%	0.6%
	Bi-racial	0.3%	0.4%	0.2%	1.7%	2.0%	1.9%	0.6%
	Other	0.9%	1.4%	0.8%	1.1%	3.4%	0.6%	2.5%
<b>AGE</b>	0-17	13.8%	9.0%	14.2%	41.03	37.35	40.21	46.04
	18-49	63.2%	71.1%	62.7%	8.6%	12.1%	10.3%	0.1%
	50+	23.0%	19.9%	23.2%	63.0%	69.2%	62.6%	62.0%
					28.4%	18.8%	27.1%	37.9%

<sup>a</sup> The demographic statistics in the columns marked Total Served are based on the number of people served April 2002 according to DMH billing records.

<sup>b</sup> The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

# Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2002	Number Forms Returned	Percent of Served Returned
Total CPS	27457*	7305	26.6%
Total CPS Inpatient	1791	548	30.6%
Total CPS Community Services	25666	5410	21.1%
Total CPS RCF	2711 <sup>a</sup>	1347	49.7%
*Unduplicated Count <sup>a</sup> Number sent			

## Services for the Deaf or Hard of Hearing

*The following represents the percentage of affirmative responses for each item.*

	Total CPS	Total Inpatient	Total Community Services	Total Residential Care Facility
Are you deaf or hard of hearing?	9.8%	13.2%	9.0%	11.9%
If yes, do you use sign language?	7.1%	14.8%	4.7%	11.9%
If you use sign language, did this agency use sign language without the help of an interpreter?	7.9%	17.6%	4.8%	9.5%
If you use sign language and the staff did not sign to you, was an interpreter provided?	10.9%	18.2%	8.2%	12.5%

# Medicaid

In 2002, the Consumer Satisfaction Survey asked questions about Medicaid. The results of those questions are below and represent the percentage of affirmative answers.

	Total State CPS Services	Total Inpatient	Total Community Services	Total Residential Care Facility
Do you receive Medicaid?	82.0%	53.7%	82.0%	93.1%
<i>If yes, are you a member of an MC+ health plan?</i>	24.7%	39.1%	24.7%	20.7%

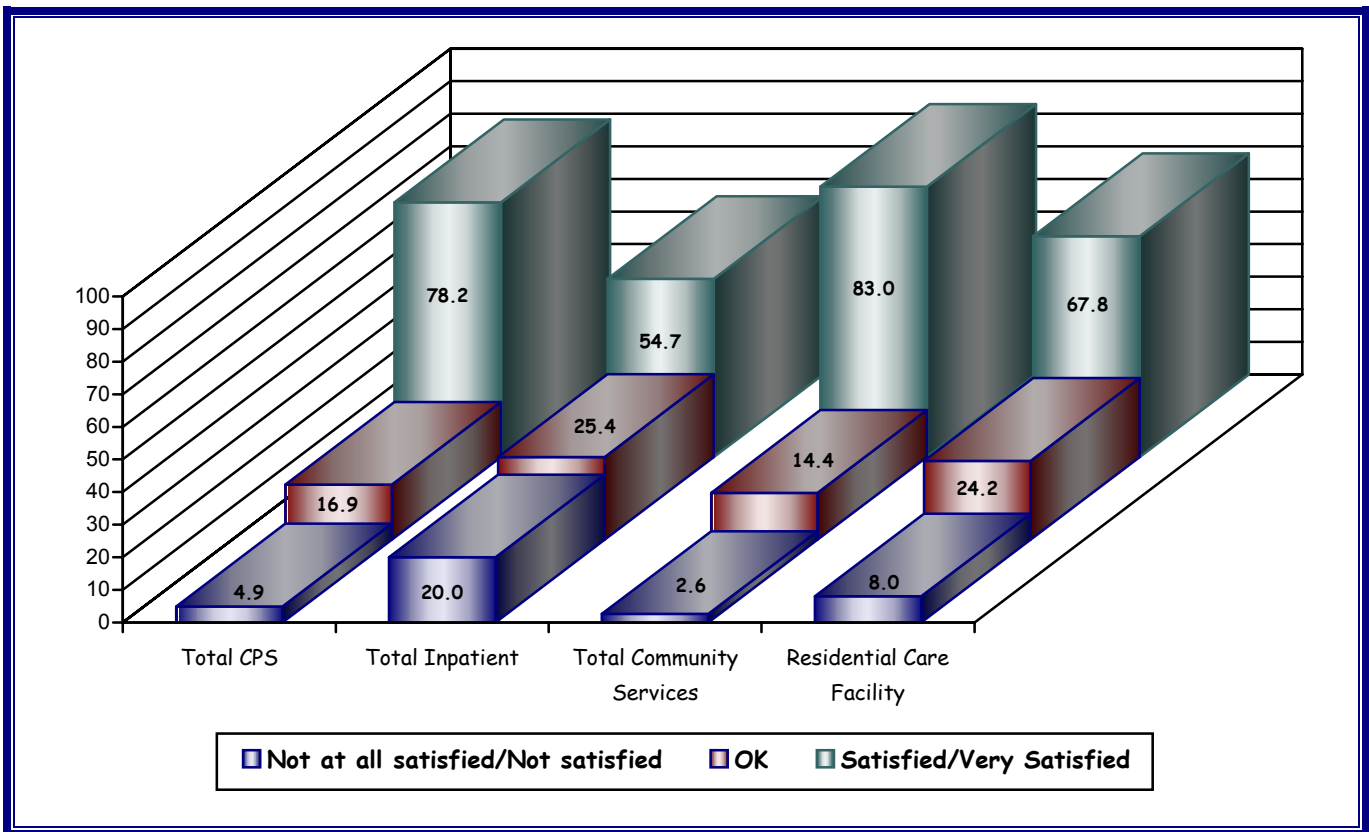
# Consumer Preferences in Living Arrangements

The Department of Mental Health asked consumers where they preferred to live. In addition, consumers were asked what resources were needed to live in another location. These questions are particularly important in light of the Olmstead Decision.<sup>1</sup>

	Overall State Totals	Total Inpatient Services	Total Community Services	Total Residential Care Facility
<i>Where Would you prefer to live?</i>				
Where I am now	51.7%	13.7%	60.7%	40.6%
Group Home	3.3%	11.2%	1.7%	4.8%
Semi-Independent	6.7%	11.7%	4.6%	10.7%
Independent Apartment	20.9%	29.0%	17.2%	28.5%
With Family Member	8.8%	22.5%	6.1%	11.5%
Other	8.6%	11.9%	9.8%	3.9%
<i>What resources do you need?</i>				
Financial Assistance	31.2%	38.9%	27.2%	44.0%
More Mental Health Services	9.4%	18.4%	6.7%	16.5%
Assistance in learning how to take care of myself	8.6%	13.5%	5.9%	17.4%
Help to find and keep a job	17.2%	34.1%	12.3%	30.1%
Someone to stop by and help me with things, either regularly or when I call.	21.3%	23.9%	19.1%	29.0%
Someone to help me learn how to take care of my money	13.5%	19.3%	10.6%	22.7%

<sup>1</sup> The Supreme Court's Olmstead Decision (Olmstead v. L.C.) requires states to administer their services, programs, and activities "in the most integrated setting appropriate to the needs of qualified individuals with disabilities."

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Statewide, 78.2% of the consumers of the Division of Comprehensive Psychiatric Services (CPS) who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The percent of individuals who rated services as "satisfied" or "very satisfied" in the State Inpatient program was 54.7%.
- The percent of individuals who rated services as "satisfied" or "very satisfied" in the State Community Services program was 83.0%.
- The percent of individuals who rated services as "satisfied" or "very satisfied" in the State Residential Care Facility program was 67.8%.

# Satisfaction with Services

How satisfied are you . . .	Total CPS	Total CPS Inpatient	Total CPS Community Services	Total Residential Care Facility
with the staff who serve you?	4.23 (7042)	3.63 (526)	4.37 (5293)	3.88 (1223)
with how much your staff know about how to get things done?	4.17 (6982)	3.62 (526)	4.28 (5227)	3.93 (1229)
with how staff keep things about you and your life confidential?	4.26 (6947)	3.54 (513)	4.42 (5225)	3.87 (1209)
that your treatment plan has what you want in it?	4.10 (6926)	3.33 (519)	4.25 (5203)	3.80 (1204)
that your treatment plan is being followed by those who assist you?	4.17 (6884)	3.55 (515)	4.31 (5171)	3.84 (1198)
that the agency staff respect your ethnic and cultural background?	4.29 (6712)	3.66 (513)	4.42 (5005)	3.98 (1194)
with the services that you receive?	4.22 (6942)	3.53 (516)	4.36 (5210)	3.92 (1216)
that services are provided in a timely manner?	4.29 (5244)	-	4.29 (5244)	-
that staff treats you with respect, courtesy, caring, and kindness?	3.81 (1759)	3.53 (527)	-	3.93 (1232)
that the environment is clean and comfortable?	3.90 (1756)	3.65 (526)	-	4.01 (1230)
that the meals are good, nutritious and sufficient amounts?	3.62 (1749)	3.18 (522)	-	3.81 (1227)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.				

## Some of the key findings were:

- **Statewide, the people served by the Division of Comprehensive Psychiatric Services reported that they were satisfied with the services they received. All but three items were above a 4.00 ("satisfied"). The State mean scores ranged from 3.62 to 4.29. All ratings for consumers served by CPS Community Services were above a mean of 4.00.**
- **Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds and services being provided in a timely manner (mean of 4.29).**
- **Consumers were least satisfied with the meals being good, nutritious and in sufficient amounts (mean of 3.62).**
- **Consumers in the CPS Community Services program were more satisfied with services than consumers in the CPS Inpatient program and the Residential Care Facilities.**

# Satisfaction with Quality of Life

How satisfied are you . . .	Total CPS	Total CPS Inpatient	Total CPS Community Services	Total Residential Care Facility
with how your spend your day?	3.52 (6444)	-	3.49 (5214)	3.64 (1230)
with where you live?	3.70 (6405)	-	3.70 (5185)	3.71 (1220)
with the amount of choices you have in your life?	3.49 (6414)	-	3.47 (5192)	3.55 (1222)
with the opportunities/chances you have to make friends?	3.58 (6394)	-	3.55 (5175)	3.73 (1219)
with your general health care?	3.76 (6363)	-	3.74 (5140)	3.89 (1223)
with what you do during your free time?	3.59 (6392)	-	3.54 (5170)	3.79 (1222)
How safe do you feel . . .				
in this facility?	3.85 (1749)	3.67 (527)	-	3.92 (1222)
in your home/agency?	4.04 (5187)	-	4.04 (5187)	-
in your neighborhood?	3.89 (6331)	-	3.89 (5133)	3.87 (1199)
The first number represents a mean rating. Scale: (how satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (how safe do you feel...): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.				

## Some of the key findings were:

- The participants' responses to the Quality of Life questions indicated less satisfaction than their answers pertaining to Satisfaction with Services.
- Consumers were most satisfied with safety in the home (mean of 4.04) and least satisfied with the amount of choices in their life (mean of 3.49).

## Comparison by Gender

### Inpatient, Community Services, and RCF Combined

The analysis compared the responses of consumers by gender on the satisfaction survey items. Males were more satisfied with how they spend their day, the amount of choices they have, opportunities to make friends, general health care, what they do in their free time, and with how safe they feel in their home/agency and in their neighborhood. Females were more satisfied with the remaining services.

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.11 (3231)	4.34 (3560)	F(1,6789)=99.331, p<.001
with how much your staff know how to get things done?	4.06 (3209)	4.28 (3526)	F(1,6733)=88.125, p<.001
with how staff keep things about you and your life confidential?	4.16 (3184)	4.36 (3521)	F(1,6703)=74.079, p<.001
that your treatment plan has what you want on it?	3.98 (3181)	4.23 (3500)	F(1,6679)=101.822, p<.001
that the treatment plan is being followed by those who assist you?	4.07 (3161)	4.28 (3478)	F(1,6637)=80.258, p<.001
that the agency staff respect your ethnic and cultural background?	4.17 (3092)	4.41 (3382)	F(1,6472)=109.231, p<.001
with the services you receive?	4.11 (3183)	4.34 (3518)	F(1,6699)=95.527, p<.001
that services are provided in a timely manner?	4.22 (2150)	4.34 (2965)	F(1,5113)=22.045, p<.001
that staff treats you with respect, courtesy, caring, and kindness?	3.74 (1070)	3.97 (574)	F(1,1642)=13.950, p<.001
that the environment is clean and comfortable?	3.82 (1067)	4.08 (576)	F(1,1641)=19.975, p<.001
that the meals are good, nutritious and sufficient amounts?	3.53 (1064)	3.80 (573)	F(1,1635)=17.60, p<.001
with how you spend your day?	3.59 (2839)	3.46 (3409)	F(1,6246)=21.495, p<.001
with the amount of choices you have in your life?	3.52 (2819)	3.45 (3397)	F(1,6214)=5.285, p=.022
with the opportunities/chances you have to make friends?	3.64 (2823)	3.53 (3376)	F(1,6197)=13.365, p<.001
with your general health care?	3.86 (2808)	3.69 (3366)	F(1,6172)=40.025, p<.001
with what you do in your free time?	3.69 (2816)	3.50 (3386)	F(1,6200)=41.987, p<.001
how safe you feel in this facility?	3.79 (1064)	3.95 (574)	F(1,1636)=7.907, p=.005
how safe you feel in your home/agency?	4.11 (2110)	4.00 (2945)	F(1,5053)=13.257, p<.001
how safe you feel in your neighborhood?	3.93 (2772)	3.85 (3371)	F(1,6141)=7.685, p=.006
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			



## Comparison of Racial/Ethnic Background Inpatient, Community Services, and RCF Combined

This analysis compared the responses of consumers by racial/ethnic background on the satisfaction survey items. Caucasians and Hispanics were most satisfied with the services they received. African Americans were most satisfied with how they spend their day and the amount of choices they have in their lives. Hispanics were most satisfied with their general health care and how safe they felt in the facility, home and neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?(a, c)	4.29 (5539)	3.97 (952)	4.26 (65)	4.18 (114)	4.04 (211)	F(4,6876)=24.823, p<.001
with how much your staff know how to get things done?(a, c)	4.22 (5483)	3.97 (952)	4.25 (64)	4.17 (112)	3.92 (211)	F(4,6817)=18.731, p<.001
with how staff keep things about you and your life confidential?(a, c)	4.32 (5477)	4.03 (933)	4.32 (65)	4.17 (115)	4.02 (206)	F(4,6791)=21.180, p<.001
that your treatment plan has what you want on it?(a, c)	4.16 (5455)	3.88 (931)	4.20 (65)	4.05 (111)	3.87 (209)	F(4,6766)=18.541, p<.001
that the treatment plan is being followed by those who assist you?(a, c, d, e)	4.22 (5416)	3.97 (929)	4.38 (64)	4.13 (112)	3.92 (207)	F(4,6723)=17.493, p<.001
that the agency staff respect your ethnic and cultural background?(a, c)	4.35 (5231)	4.06 (942)	4.33 (64)	4.22 (112)	4.07 (207)	F(4,6552)=23.748, p<.001
with the services you receive?(a, c)	4.28 (5466)	4.00 (930)	4.34 (65)	4.16 (115)	4.04 (210)	F(4,6781)=19.407, p<.001
that services are provided in a timely manner?(a, d)	4.33 (4279)	4.02 (618)	4.49 (49)	4.26 (84)	4.11 (137)	F(4,5162)=17.459, p<.001
that staff treats you with respect, courtesy, caring, and kindness?	3.87 (1229)	3.72 (328)	3.94 (16)	3.61 (31)	3.47 (75)	F(4,1674)=3.149, p=.014
that the environment is clean and comfortable?(a, c)	3.98 (1228)	3.77 (326)	3.88 (16)	3.57 (30)	3.55 (76)	F(4,1671)=5.346, p<.001
with how you spend your day?(a)	3.49 (5164)	3.67 (823)	3.50 (56)	3.43 (102)	3.54 (184)	F(4,6324)=4.957, p=.001
with the amount of choices you have in your life?(a)	3.46 (5143)	3.66 (816)	3.48 (56)	3.42 (101)	3.38 (181)	F(4,6292)=5.757, p<.001
with your general health care?(f)	3.76 (5104)	3.82 (812)	3.84 (56)	3.44 (100)	3.77 (180)	F(4,6247)=2.778, p=.025
with what you do in your free time?	3.57 (5121)	3.70 (818)	3.41 (56)	3.62 (102)	3.70 (183)	F(4,6275)=2.954, p=.019
with how safe you feel in this facility?¹(a, c)	3.94 (1228)	3.67 (327)	4.06 (16)	3.48 (31)	3.27 (73)	F(4,1670)=10.163, p<.001
how safe you feel in your home/agency?(b)	4.06 (4229)	3.99 (621)	4.11 (46)	3.68 (80)	3.90 (134)	F(4,5105)=4.124, p=.002
with how safe you feel in the neighborhood?(a, c)	3.93 (5076)	3.72 (814)	4.00 (55)	3.71 (99)	3.63 (179)	F(4,6218)=10.386, p<.001

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

<sup>1</sup> Refers to Inpatient facility only.

*Scheffe Post-Hoc significance at .05 or less.*

- (a) Interaction between White and Black.
- (b) Interaction between White and Native American.
- (c) Interaction between White and Other.
- (d) Interaction between Hispanic and African American.
- (e) Interaction between Hispanic and Other.
- (f) Interaction between African American and Native American.

## Comparison by Age Inpatient, Community Services, and RCF Combined

This analysis compared the responses of consumers by three age groupings (1) those younger than 18 years of age; (2) adults under the age of 50 years; and (3) adults over 50 years of age. Adults, especially those over the age of 50 years, were the most satisfied with services. The youth/adolescents were more satisfied with their quality of life.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you?(b, c)	4.15 (584)	4.22 (4211)	4.29 (1896)	F(2,6689)=6.337, p=.002
with how much your staff know how to get things done?(b, c)	4.08 (575)	4.16 (4185)	4.25 (1879)	F(2,6636)=9.809, p<.001
that your treatment plan has what you want on it?	4.07 (572)	4.09 (4151)	4.17 (1866)	F(2,6586)=4.533, p=.011
that the treatment plan is being followed by those who assist you?(c)	4.12 (564)	4.16 (4133)	4.24 (1852)	F(2,6546)=5.411, p=.004
with the services you receive?(c)	4.18 (572)	4.21 (4167)	4.30 (1866)	F(2,6602)=7.375, p=.001
that services are provided in a timely manner?(b, c)	4.12 (515)	4.27 (3147)	4.40 (1349)	F(2,5008)=20.042, p<.001
that staff treats you with respect, courtesy, caring, and kindness?(c)	3.65 (57)	3.76 (1061)	3.97 (533)	F(2,1648)=6.422, p=.002
that the environment is clean and comfortable?(c)	3.78 (58)	3.87 (1056)	4.03 (534)	F(2,1645)=4.490, p=.011
that the meals are good, nutritious, and in sufficient amounts?(a, b, c)	2.63 (57)	3.58 (1055)	3.82 (532)	F(2,1641)=26.290, p<.001
with how you spend your day?(a, b, c)	3.76 (475)	3.44 (3874)	3.62 (1798)	F(2,6144)=29.007, p<.001
with where you live?(a, c)	3.87 (473)	3.61 (3856)	3.85 (1783)	F(2,6109)=30.764, p<.001
with the amount of choices you have?(a, c)	3.59 (472)	3.43 (3861)	3.56 (1786)	F(2,6116)=9.578, p<.001
with the opportunities you have to make friends?(a, c)	3.78 (472)	3.51 (3851)	3.69 (1781)	F(2,6101)=23.542, p<.001
with your general health care?(a, b, c)	4.02 (457)	3.71 (3835)	3.82 (1780)	F(2,6069)=20.198, p<.001
with what you do in your free time?(a, b, c)	3.84 (470)	3.52 (3857)	3.68 (1780)	F(2,6104)=25.306, p<.001
with how safe you feel in this facility?(a, c)	4.17 (58)	3.78 (1050)	3.97 (533)	F(2,1638)=7.532, p=.001
with how safe you feel in your home/agency?(a, b, c)	4.33 (480)	3.98 (3120)	4.07 (1352)	F(2,4949)=25.385, p<.001
with how safe you feel in the neighborhood?(a, c)	4.03 (471)	3.83 (3804)	3.95 (1770)	F(2,6042)=11.451, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <sup>1</sup> Refers to Inpatient facilities only.  Scheffe Post-Hoc significance at .05 or less  (a) Interaction between ages 0-17 and 18-49.  (b) Interaction between ages 0-17 and 50+.  (c) Interaction between ages 18-49 and 50+.</p>				

## Comparison by Current Living Situation Inpatient, Community Services, and RCF Combined

This analysis compared the responses of consumers by their current living arrangement. Those who lived independently were the most satisfied with services. Those who lived with their biological parents were significantly more satisfied with how they spend their day, where they live, amount of choices and the safety in their home. Those who lived in a Group Home were most satisfied with opportunities to make friends, general health care, what they do in their free time, and safety in their neighborhood.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?(a, b, d, e)	4.44 (3619)	4.16 (588)	4.16 (331)	4.26 (62)	4.26 (356)	4.18 (299)	F(5,5249)=21.258, p<.001
with how much your staff know how to get things done?(a, b, d, e)	4.36 (3577)	4.14 (582)	4.13 (322)	4.11 (62)	4.15 (351)	4.07 (296)	F(5,5184)=15.997, p<.001
with how staff keep things about you and your life confidential?(a, b, e, g)	4.48 (3580)	4.22 (583)	4.20 (325)	4.40 (60)	4.42 (350)	4.23 (296)	F(5,5188)=17.874, p<.001
that your treatment plan has what you want on it?(a, b, e)	4.30 (3574)	4.14 (579)	4.04 (326)	3.98 (58)	4.19 (348)	4.03 (291)	F(5,5170)=11.671, p<.001
that the treatment plan is being followed by those who assist you?(a, b, d, e)	4.37 (3547)	4.19 (581)	4.14 (322)	4.12 (58)	4.20 (345)	4.08 (287)	F(5,5134)=14.187, p<.001
that the agency staff respect your ethnic and cultural background?(a, b, e)	4.50 (3404)	4.27 (561)	4.19 (320)	4.39 (59)	4.39 (339)	4.17 (292)	F(5,4969)=20.728, p<.001
with the services you receive?(a, b, e)	4.42 (3581)	4.19 (579)	4.24 (320)	4.25 (61)	4.28 (348)	4.18 (294)	F(5,5177)=13.403, p<.001
that services are provided in a timely manner?(a, b, e)	4.36 (3523)	4.13 (574)	4.07 (321)	4.11 (53)	4.21 (335)	4.10 (283)	F(5,5083)=15.545, p<.001
with how you spend your day?(a, b, d, f, h, j, k)	3.41 (3522)	3.66 (579)	3.64 (324)	2.98 (53)	3.83 (299)	3.50 (276)	F(5,5047)=15.575, p<.001
with where you live?(c, d, f, g, h, I, j)	3.72 (3510)	3.63 (578)	3.64 (318)	2.24 (49)	3.93 (297)	3.62 (278)	F(5,5024)=18.123, p<.001
with the amount of choices you have?(a, f, h, I)	3.43 (3505)	3.61 (576)	3.54 (320)	2.92 (53)	3.63 (298)	3.39 (279)	F(5,5025)=6.173, p<.001
with the opportunities you have to make friends?(a, b, f, h, I, j)	3.45 (3491)	3.88 (575)	3.73 (322)	3.02 (52)	3.76 (298)	3.65 (277)	F(5,5009)=21.110, p<.001
with your general health care?(a, b, d, f, h, I, j)	3.66 (3483)	3.97 (577)	3.88 (317)	3.21 (53)	3.96 (283)	3.87 (275)	F(5,4982)=15.212, p<.001
with what you do in your free time?(a, b, d, f, h, I, j)	3.45 (3491)	3.84 (578)	3.72 (319)	2.94 (52)	3.79 (296)	3.63 (276)	F(5,5006)=19.216, p<.001
with how safe you feel in your home/agency?(c, d, f, g, h, I, k)	4.02 (3526)	4.03 (570)	4.09 (310)	3.27 (41)	4.34 (307)	4.00 (277)	F(5,5025)=10.545, p<.001
with how safe you feel in the neighborhood?(a, c, f, h, I, j)	3.86 (3493)	4.03 (562)	3.98 (308)	3.15 (46)	3.99 (302)	3.88 (273)	F(5,4978)=7.942, p<.001

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Homeless.
- (d) Interaction between Independent and Biological Parents.
- (e) Interaction between Independent and Other.
- (f) Interaction between Homeless and Group Home.
- (g) Interaction between Group Home and Biological parents.
- (h) Interaction between Homeless and RTF.
- (i) Interaction between Homeless and Biological parents.
- (j) Interaction between Homeless and Other.
- (k) Interaction between Biological Parents and Other.

## Comparison by Whether Resided in Residential Treatment Inpatient, Community Services, and RCF Combined

This analysis compared the responses of consumers by those who had lived in a residential treatment facility during the past year and those who had not. Those who had not lived in a residential treatment facility were more satisfied with services. Those who had lived in a residential facility during the past year, however, were more satisfied with how they spend their day, the amount of choices, opportunities to meet friends, their general health, what they did during their free time, and how safe they felt in their neighborhood.

How satisfied are you...	Yes	No	Significance
with the staff who serve you?	4.20 (1101)	4.42 (4057)	F(1,5156)=61.117, p<.001
with how much your staff know how to get things done?	4.15 (1086)	4.33 (4013)	F(1,5097)=39.303, p<.001
with how staff keep things about you and your life confidential?	4.22 (1093)	4.48 (4007)	F(1,5098)=81.552, p<.001
that your treatment plan has what you want on it?	4.09 (1089)	4.30 (3991)	F(1,5078)=42.110, p<.001
that the treatment plan is being followed by those who assist you?	4.16 (1078)	4.36 (3970)	F(1,5046)=43.967, p<.001
that the agency staff respect your ethnic and cultural background?	4.22 (1060)	4.49 (3821)	F(1,4879)=96.90, p<.001
with the services you receive?	4.21 (1075)	4.41 (4012)	F(1,5085)=48.414, p<.001
that services are provided in a timely manner?	4.10 (1068)	4.35 (3929)	F(1,4995)=63.619, p<.001
with how you spend your day?	3.64 (1060)	3.44 (3900)	F(1,4958)=25.589, p<.001
with the amount of choices you have?	3.54 (1054)	3.45 (3886)	F(1,4938)=4.697, p=.030
with the opportunities you have to make friends?	3.73 (1056)	3.50 (3871)	F(1,4925)=33.502, p<.001
with your general health care?	3.87 (1043)	3.70 (3851)	F(1,4892)=19.325, p<.001
with what you do in your free time?	3.73 (1050)	3.49 (3871)	F(1,4919)=35.239, p<.001
with how safe you feel in the neighborhood?	3.95 (1031)	3.87 (3854)	F(1,4883)=4.876, p=.027
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.</p>			

## Comparison across Programs Inpatient, Community Services, and RCF Combined

This analysis compared the programs of inpatient, community services, and residential care facilities of the Division of Comprehensive Psychiatric Services. While both CPRC Consumers and Non-CPRC Adults were equally most satisfied with the staff, those in the CPRC Consumer program were most satisfied with knowledge of the staff, the treatment plan, the treatment plan being followed, services received and services being provided in a timely manner. Those participating in the Child/Adolescent Acute program were the most satisfied with confidentiality, staff treating consumers with kindness and respect, and safety in the facility. Those in the Adult Acute Care program were most satisfied with the environment being clean and comfortable. Those in the Residential Care Facilities were most satisfied with the meals being good, nutritious and in sufficient amounts. Those in the Non-CPRC Adult program were most satisfied with respect of ethnic backgrounds.

How satisfied are you...	CPRC Consumer	Non-CPRC Adult	Child/Adolescent	Residential Care Facility	Adult Acute Care	Adult Long-Term Care	Child/Adolescent Acute Care	Child/Adolescent Residential	Significance
with the staff who serve you?(a, b, c, d, e, f, g, h, I, j, k, l, m)	4.38 (3329)	4.38 (1489)	4.19 (475)	3.88 (1223)	4.21 (120)	3.41 (349)	3.95 (20)	3.62 (37)	F(7,7034)=89.500, p<.001
with how much your staff know how to get things done?(a, b, c, f, g, j, l, m)	4.31 (3304)	4.28 (1457)	4.11 (466)	3.93 (1229)	4.13 (118)	3.39 (352)	4.15 (20)	3.81 (36)	F(7,6974)=64.032, p<.001
with how staff keep things about you and your life confidential?(b, c, f, g, I, l, m, n, o, p)	4.40 (3298)	4.48 (1461)	4.30 (466)	3.87 (1209)	4.09 (116)	3.23 (341)	4.55 (20)	4.08 (36)	F(7,6939)=110.906, p<.001
that your treatment plan has what you want on it?(b, c, d, f, g, h, I, j, l, m, q)	4.28 (3297)	4.21 (1442)	4.13 (464)	3.80 (1204)	3.99 (118)	3.05 (344)	3.85 (20)	3.46 (37)	F(7,6918)=92.714, p<.001
that the treatment plan is being followed by those who assist you?(a, b, c, f, g, I, j, l, m)	4.34 (3288)	4.30 (1427)	4.14 (456)	3.84 (1198)	4.06 (117)	3.30 (342)	4.20 (20)	3.89 (36)	F(7,6876)=83.094, p<.001
that the agency staff respect your ethnic and cultural background?(b, c, d, f, g, h, I, j, l, m, o)	4.43 (3157)	4.46 (1393)	4.29 (455)	3.98 (1194)	4.26 (117)	3.41 (339)	4.25 (20)	3.76 (37)	F(7,6704)=85.764, p<.001
with the services you receive?(b, c, d, f, g, h, I, j, l, m, o, q)	4.38 (3285)	4.36 (1461)	4.22 (464)	3.92 (1216)	4.07 (119)	3.31 (342)	4.35 (20)	3.46 (35)	F(7,6934)=89.353, p<.001
that services are provided in a timely manner?	4.33 (3302)	4.25 (1479)	4.13 (463)	-	-	-	-	-	F(2,5241)=10.748, p<.001
that the staff treats you with respect, courtesy, caring, and kindness?	-	-	-	3.93 (1232)	4.09 (121)	3.32 (350)	4.25 (20)	3.33 (36)	F(4,1754)=22.874, p<.001
that the environment is clean and comfortable?	-	-	-	4.01 (1230)	4.20 (121)	3.43 (348)	4.10 (20)	3.62 (37)	F(4,1751)=21.988, p<.001
that the meals are good, nutritious, and in sufficient amounts?	-	-	-	3.81 (1227)	3.75 (122)	3.07 (344)	2.85 (20)	2.50 (36)	F(4,1744)=36.077, p<.001
with how you spend your day?	3.54 (3323)	3.30 (1470)	3.75 (421)	3.64 (1230)	-	-	-	-	F(3,6440)=32.815, p<.001



with where you live?	3.74 (3301)	3.56 (1466)	3.85 (418)	3.71 (1220)	-	-	-	-	F(3,6401)=11.143, p<.001
with the amount of choices you have?	3.53 (3306)	3.30 (1467)	3.58 (419)	3.55 (1222)	-	-	-	-	F(3, 6410)=15.462, p<.001
with the opportunities you have to make friends?	3.61 (3301)	3.35 (1456)	3.77 (418)	3.73 (1219)	-	-	-	-	F(3,6390)=30.491, p<.001
with your general health care?	3.81 (3279)	3.50 (1458)	3.99 (403)	3.89 (1223)	-	-	-	-	F(3,6359)=41.041, p<.001
with what you do in your free time?	3.61 (3291)	3.32 (1463)	3.80 (416)	3.79 (1222)	-	-	-	-	F(3,6388)=44.516, p<.001
with how safe you feel in this facility?	-	-	-	3.92 (1222)	4.20 (122)	3.40 (348)	4.65 (20)	3.89 (37)	F(4,1744)=21.610, p<.001
with how safe you feel in your home/agency?	4.02 (3298)	4.02 (1461)	4.29 (428)	-	-	-	-	-	F(2, 5184)=13.681, p<.001
with how safe you feel in the neighborhood?	3.89 (3266)	3.85 (1448)	4.02 (419)	3.87 (1199)	-	-	-	-	F(3,6328)=2.948, p=.032

The first number represents a mean rating.

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*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

*Scheffe Post-Hoc significance at .05 or less.*

- (a) Interaction between CPRC Consumer and Child/Adolescent.
  - (b) Interaction between CPRC Consumer and Residential Care Facility.
  - (c) Interaction between CPRC Consumer and Adult Long-Term Care.
  - (d) Interaction between CPRC Consumer and Child/Adolescent Residential.
  - (e) Interaction between Non-CPRC Adult and Child/Adolescent.
  - (f) Interaction between Non-CPRC Adult and Residential Care Facility
  - (g) Interaction between Non-CPRC Adult and Adult Long-Term Care.
  - (h) Interaction between Non-CPRC Adult and Child/Adolescent Residential.
  - (i) Interaction between Child/Adolescent and Residential Care Facility.
  - (j) Interaction between Child/Adolescent and Adult Long Term Care.
  - (k) Interaction between Residential Care Facility and Adult Acute Care.
  - (l) Interaction between Residential Care Facility and Adult Long Term Care.
  - (m) Interaction between Adult Acute Care and Adult Long Term Care.
  - (n) Interaction between Non-CPRC Adult and Adult Acute Care.
  - (o) Interaction between Adult Long Term Care and Child/Adolescent Acute Care.
  - (p) Interaction between Adult Long Term Care and Child/Adolescent Residential.
- Interaction between Child/Adolescent and Child/Adolescent Residential.